

# Domestic Helper Protector Policy

## 家傭全險保險單



QBE Hongkong & Shanghai Insurance Ltd.

昆士蘭聯保保險有限公司

A member of the worldwide QBE Insurance Group 澳洲昆士蘭保險集團成員

33/F, Oxford House, Taikoo Place, 979 King's Road, Quarry Bay, HK

香港鰂魚涌英皇道979號太古坊濠豐大廈33樓

www.qbe.com.hk

Customer Service Hotline 客戶服務熱線 +852 2828 1998

Customer Service Fax 客戶服務傳真 +852 3607 0380

Claims Hotline 賠償部熱線 +852 2877 8608

Claims Fax 賠償部傳真 +852 3607 0530

### I. COVER

1. Whereas the Insured has made to QBE Hongkong & Shanghai Insurance Ltd. (hereinafter called "the Company") a written Proposal and Declaration which together with all statements made in writing including Renewal Declarations by the Insured shall be the basis of this contract and be considered as incorporated herein.
2. In consideration of
  - (a) the payment of the Premium, and
  - (b) the due observance and fulfillment of the terms and conditions of this Policy or of any renewal thereof insofar as they relate to anything to be done or complied with by the Insured and/or the Insured Person

and subject to the terms, conditions, exclusions, and memoranda contained herein or endorsed hereon if any of the events referred to in the Benefits shall happen, the Company shall provide indemnity or compensation as specified in the respective sections to the Insured or in the case of death or disablement of the Insured Person to the Insured Person or the Insured Person's legal personal representative.

### II. MONEY BACK GUARANTEE

If after examining this Policy you are not entirely satisfied, return it to the Company within 30 days from the date of issue for cancellation and the premium that has been paid will be refunded in full. The Company shall not be liable to pay any compensation in respect of claim(s) arising under the Policy cancelled thereof.

### III. DEFINITIONS In this Policy:

1. "Accidental" means an accident or a series of accidents arising out of one event.
2. "The Benefits" means the sum set out in the Benefits section against the relevant event which represents the annual aggregate limits, unless otherwise specified, that the Company is liable under a 12-month period. In the event that the Period of Insurance varies, the Benefits payable under Sections 2, 3 and 4 shall be proportionately adjusted on a pro-rata time basis.
3. "The Company" means QBE Hongkong & Shanghai Insurance Ltd.
4. "Disability" means all medical conditions resulting from injury or sickness arising from the same cause, including any complication arising therefrom or closely related thereto. Successive disabilities are treated as the same disability unless they are due to causes that are independent and unrelated to each other or separated by at least 90 days from the date of discharge from a Hospital or the last consultation by a Registered Medical Practitioner, whichever is the latter.
5. "Effective Date" means the commencement date of the Period of Insurance in the Policy Schedule or the date of change of Insured Person in the endorsement whichever is later.
6. "Hospital" means an establishment duly constituted and registered as a hospital for the care and treatment of sick and injured persons and which:
  - (a) has organised facilities for diagnosis, treatment and major surgery;
  - (b) provides twenty-four hours a day nursing services by registered nurses;
  - (c) is under the supervision of Registered Medical Practitioner; and
  - (d) is not primarily a clinic, a place for custodial care, alcoholics or drug addicts, a nursing, rest or convalescent home or home for the aged or similar establishment.
7. "Hospital Confinement" means a period of one or more days during which the Insured Person is admitted and stays in a Hospital as an in-patient and the Hospital makes a charge for room and board.
8. "Injury" means bodily injury to the Insured Person caused solely and directly by violent, Accidental, external and visible means and shall exclude bodily injury caused by sickness or disease, bacterial or viral infection not occurring through an Accidental cut or wound.
9. "Insured" means the person named in the Policy Schedule who is the legal employer of the Insured Person.
10. "Insured Person" means the domestic helper named in the Policy Schedule who is legally employed by the Insured and eligible for cover provided in this Policy.
11. "Period of Insurance" means the period specified in the Policy Schedule and any subsequent period for which the Insured shall have paid and the Company shall have accepted an additional or renewal premium.
12. "Personal Accident Benefits" means Accidental death or permanent disablement benefits as specified in the Benefits occurring within 12 months from the date of Accident.
13. "Policy" means this policy document and endorsements issued by the Company, which set out the terms and conditions of this insurance.
14. "Policy Schedule" means the schedule which is attached to and forms part of this Policy.
15. "Registered Medical Practitioner" means any person who is a legally qualified and registered medical practitioner administered by The Medical Council of Hong Kong, but excluding the Insured/Insured Person himself/herself, its spouse or relatives.
16. "Registered or Listed Chinese Medicine Practitioner" means any person whose name appears on the List of Registered or Listed Chinese Medicine Practitioners as an approved and qualified practitioner administered by the Chinese Medicine Council of Hong Kong, but excluding the Insured/Insured Person himself/herself, its spouse or relatives.
17. "Repatriation Expenses" means the reimbursement of the expenses actually reasonably and necessarily incurred by the Insured in respect of:
  - (a) the repatriation of the Insured Person to his/her country of residence provided that such repatriation shall be on a scheduled flight (economy class) and shall include any transportation for ambulance transfer to and from the airport; or
  - (b) the post-mortem treatment of the Insured Person and transportation of his/her mortal remains to the airport nearest to the place of burial in his/her country of residence.

### IV. THE BENEFITS

#### SECTION 1 - EMPLOYER'S LIABILITY

If the Insured Person shall sustain bodily injury or death by Accident or Disease occurring during the Period of Insurance within the geographical area of Hong Kong and arising out of and in the course of his/her employment by the Insured, the Company shall subject to Limit of Indemnity and to the terms exceptions and conditions contained in or endorsed on this Policy (all of which are hereinafter collectively referred to as "the Terms of this section") indemnify the Insured against his/her legal liability in respect of such bodily injury or death under the Ordinance and independently of the Ordinance to pay compensation and damages and claimant's costs and expenses and also indemnify the Insured against costs and expenses incurred by or on behalf of the Insured with the Company's written consent in connection therewith.

Provided that in the event of any change to the Ordinance during or subsequent to the Period of Insurance altering the legal liability of the Insured under the Ordinance the liability of the Company under this section shall be limited to such sums as the Company would have been liable to pay if the Ordinance had remained unaltered.

Further provided that:

- (a) the due observance and fulfillment of the Terms of this section in so far as they relate to anything to be done or not to be done or to be complied with by the Insured; and
  - (b) the truth of the statements and answers in the Proposal and Declaration
- shall be conditions precedent to any liability of the Company to make payment or to provide indemnity under this section.

The Company shall also in the event of the death of the Insured indemnify the Insured's legal personal representatives in the Terms of this section in respect of liability incurred by the Insured provided that such legal personal representatives shall as though they were the Insured observe fulfill and be subject to the Terms of this section as far as they can apply.

#### DEFINITIONS (Applicable to Section 1)

- (a) "Disease" means a disease contracted by an employee of the Insured as a result of his/her exposure to the nature of his/her employment with the Insured. Such exposure may extend over a period of time and part of which period may fall outside the Period of Insurance under this Policy. This definition applies to Employer's Liability section.
- (b) "Noise-Induced Deafness" has the same meaning as assigned to that expression in the Occupational Deafness (Compensation) Ordinance (Chapter 469 of the laws of Hong Kong).
- (c) "Ordinance" means the Employee's Compensation Ordinance (Chapter 282 of the laws of Hong Kong).
- (d) "Pneumoconiosis" and "Mesothelioma" have the same meaning as assigned to those expressions in the Pneumoconiosis and Mesothelioma (Compensation) Ordinance (Chapter 360 of the laws of Hong Kong).

#### LIMIT OF INDEMNITY

- (a) In respect of any Accident or Disease giving rise to a claim or claims against the Insured for which indemnity is provided under this section the Company's indemnity to the Insured including costs and expenses incurred by or on behalf of the Insured with the Company's written consent shall in the aggregate be limited to the amount specified in the Policy Schedule as "Limit of Indemnity" irrespective of the number of Insured Person who may sustain bodily injury or death consequent on or attributable to the same occurrence of Accident or Disease.
- (b) In relation to any liability of the Insured in respect of a Disease contracted by an Insured Person due to the nature of his/her employment with the Insured which nature of employment applies during a period that extends over more than one Policy Period of Insurance:
  - i. the aggregate of the Company's indemnity to the Insured under all insurance policies including costs and expenses incurred by or on behalf of the Insured shall not exceed the Limit of Indemnity of this section that was in force at the time the nature of the Insured Person's employment to which such Disease was due first affected the Insured Person; and
  - ii. subject to the limitation of paragraph (b) (i) hereof, the Company's indemnity to the Insured under this section including costs and expenses incurred by or on behalf of the Insured shall be limited to such proportion of the Insured's liability in respect of such Disease as that part of the Insured Person's period of employment falling within the Period of Insurance of this Policy bears to the total period of his/her employment to the nature of which such Disease was due.
- (c) If the occurrence of any Accident or Disease results in indemnity hereunder to more than one Insured, the limitations of the Company's liability specified in paragraphs (a) and (b) hereof shall apply to the aggregate of indemnity to all Insureds.
- (d) At any time after the occurrence of any Accident or Disease giving rise to a claim or claims against the Insured for which indemnity is provided under this section the Company may pay to the Insured the full amount of the Company's liability specified in paragraph (a) or (b) hereof (after the deduction of any sums already paid) or any lesser amount for which such claim or claims can be settled and shall relinquish the conduct of any defence settlement or proceedings relating to such claim or claims and shall not thereafter be responsible for any compensation damages or costs in respect thereof or for any costs or expenses whatsoever incurred by the Insured after the Company shall have relinquished such conduct or for any loss damage or expenses caused to the Insured in consequence of any act or omission of the Company in connection therewith or of the Company relinquishing such conduct.

#### AVOIDANCE OF CERTAIN TERMS AND RIGHT OF RECOVERY

If the Company is obliged by the Ordinance to pay an amount for which the Company would not otherwise be liable under this Policy the Insured shall forthwith repay such amount to the Company

#### SECTION 2 - CLINICAL EXPENSES

The Company shall reimburse the expenses (after deduction of any sum recovered or recoverable from any other sources) reasonably and necessarily incurred by the Insured Person during the

Period of Insurance for medical consultation, treatment and prescribed medical supplies received from a Registered Medical Practitioner up to HK\$200 per visit per day.

Expenses for treatment by a Registered or Listed Chinese Medicine Practitioner (including bone-setting) or a legally qualified and registered physiotherapist are payable up to HK\$100 per visit per day subject to a limit of HK\$500 for each 12-month period.

The maximum amount payable under this Section for each 12-month period shall not exceed HK\$4,000.

### SECTION 3 - SURGICAL AND HOSPITALISATION EXPENSES

The Company shall reimburse the expenses (after deduction of any sum recovered or recoverable from any other sources) reasonably and necessarily incurred by the Insured Person during the Period of Insurance for Hospital Confinement as an in-patient of a Hospital undergoing medical treatment or surgery in accordance with the following benefit schedule:

Benefit schedule	Maximum amount payable	
	Any eligible medical condition	Cancer and Heart Disease (Applicable provided that Cancer and Heart Disease Extension is insured)
(a) Room and board & other miscellaneous Hospital charges	HK\$300 per day	HK\$500 per day
(b) Surgical fee	HK\$10,000 per Disability	HK\$60,000 per Disability (including implanted medical device)
(c) Anaesthetist's fee	25% of surgical fee up to HK\$2,500 per Disability	25% of surgical fee up to HK\$15,000 per Disability
(d) Operating theatre fee	12.5% of surgical fee up to HK\$1,250 per Disability	12.5% of surgical fee up to HK\$7,500 per Disability
(e) Laboratory tests at any licensed centre, clinic or Hospital	N/A	HK\$5,000 per Disability
Total amount payable per Disability	HK\$30,000	HK\$100,000

For Disability arising from causes other than cancer or heart disease, the total amount payable of all claims under this Section shall not exceed HK\$30,000 per disability for each 12-month period in aggregate.

For Disability arising from cancer or heart disease of which the claim is admissible under this Policy, the benefits payable shall be extended to include expenses on laboratory tests which are related to the disease, recommended by a Registered Medical Practitioner and conducted at any licensed laboratory centre, clinic or Hospital incurred up to HK\$5,000 per disability provided that the total amount payable of all claims under this Section shall not exceed HK\$100,000 per disability for each 12-month period in aggregate.

### SECTION 4 - DENTAL EXPENSES

The Company shall reimburse two-thirds of the expenses (after deduction of any sum recovered or recoverable from any other sources) reasonably and necessarily incurred by the Insured Person for oral surgery, treatment of abscesses, X-rays, extractions or fillings as a result of dental disease during the Period of Insurance up to a maximum of HK\$1,500 for each 12-month period provided that such treatment and service are received from a legally qualified and registered dentist in Hong Kong.

### SECTION 5 - PERSONAL ACCIDENT BENEFITS

The Company shall pay the compensation provided hereunder in respect of an injury to the Insured Person caused by an Accident, solely and independently out of any other cause on his/her rest days during the Period of Insurance, resulting in the Insured Person's death and disablement as stated and qualified hereunder within 12 months from the date of the Accident:

5.1 Accidental death .....	} — HK\$200,000
5.2 Loss of two or more limbs .....	
5.3 Loss of sight of both eyes .....	
5.4 Loss of one limb and sight of one eye .....	} — HK\$100,000
5.5 Permanent total disablement .....	
5.6 Loss of one limb .....	
5.7 Loss of sight of one eye .....	

Loss of limb shall mean physical severance of a hand or foot at or above the wrist or ankle or of an arm or leg at or above elbow or knee. Loss of sight shall mean total and irrecoverable loss of all sight.

The benefit is not applicable to any Insured Person being Hong Kong Permanent Resident.

### SECTION 6 - LOSS OF SERVICES CASH ALLOWANCE

The Company shall pay a daily cash allowance of HK\$200 as a compensation on the loss of services to the Insured commencing from the 4th day of an uninterrupted Hospital Confinement of the Insured Person during the Period of Insurance as an in-patient for treatment or surgery provided that the total amount payable for each 12-month period shall not exceed HK\$6,000.

### SECTION 7 - REPATRIATION EXPENSES

The Company shall reimburse the Repatriation Expenses (after deduction of any sum recovered or recoverable from any other sources) reasonably and necessarily incurred up to HK\$20,000 for each 12-month period in the event that the Insured Person suffers from a death, serious sickness or injury resulting in him/her being unable to perform the service contract and certified by a Registered Medical Practitioner as medically unfit to work leading to early termination of his/her employment contract. Repatriation Expenses shall be reimbursed for either:

- the repatriation of the Insured Person to his/her home country by scheduled economy flight including any transportation for ambulance transfer to-and-from the airport; or
- the treatment of the Insured Person's post mortem and transportation of the mortal remains to the airport nearest to the place of burial in his/her home country.

### SECTION 8 - REPLACEMENT HELPER EXPENSES

The Company shall reimburse the expenses (after deduction of any sum recovered or recoverable from any other sources) reasonably and necessarily incurred by the Insured to employ a new domestic helper up to HK\$10,000 for each 12-month period provided a valid claim is payable under Section 7 "Repatriation Expenses" of this Policy.

### SECTION 9 - FIDELITY GUARANTEE

The Company shall pay the Insured for a pecuniary loss directly resulting from an act of fraud or dishonesty committed by the Insured Person up to a maximum of HK\$3,000 for each 12-month period.

Provided that:

- The act of fraud or dishonesty must be committed during the Period of Insurance;
- The act of fraud or dishonesty must be discovered during the Period of Insurance or within 30 days after the Policy expiry or within 30 days after death, dismissal or expiry of employment contract with the Insured Person, whichever is the earlier;
- Moneys due by the Insured to the Insured Person shall be deducted from any amount otherwise payable under this section;
- Discovery of any act of fraud or dishonesty must be reported to the Police within 24 hours; and
- The Insured has a duty to prove that the pecuniary loss is a direct result of an act of fraud or dishonesty committed by the Insured Person.

### SECTION 10 - DOMESTIC HELPER'S LIABILITY

The Company shall indemnify the Insured Person against all sums which the Insured Person shall become legally liable to pay by way of compensation consequent upon bodily injury or property damage to third party other than the Insured and/or the member of the Insured's household occurring during the Period of Insurance caused by a negligence act in the course of employment.

The total amount payable for each 12 month period shall not exceed HK\$500,000 in aggregate, including all costs and expenses.

### V. EXCLUSIONS

This Policy does not cover or apply to any loss which is caused directly or indirectly by or resulted from:-

#### 1. Applicable to all sections

- Any consequence of declared or undeclared war or any act thereof, invasion or civil war mutiny rebellion revolution insurrection or military or usurped power;
- Intentional self-inflicted injury or suicide (whether felonious or not) or any attempt while sane or insane.
- Childbirth, pregnancy, miscarriage, abortion and all complications in connection therewith notwithstanding that such event may have been accelerated or induced by accident.
- Intoxication by alcohol, narcotics or drugs (not prescribed by a Registered Medical Practitioner) and treatment in connection with addiction to drugs or alcohol.
- Acquired Immune Deficiency Syndrome (AIDS) or AIDS Related Complex (ARC), howsoever this syndrome has been acquired or may be named.
- Any claim arising from Injury, sickness, Accident or disease sustained by the Insured Person outside the geographical area of Hong Kong, unless such injury is arising out of and in the course of employment whilst the Insured Person is accompanying the Insured on an overseas trip.
- Any actual or alleged liability whatsoever for any claim or claims in respect of loss or losses directly or indirectly arising out of, resulting from, in consequence of, contributed to or aggravated by asbestos in whatever form or quantity.
- Any liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:
  - nuclear weapons material;
  - ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel and for the purposes of this Exception combustion shall include any self-sustaining process of nuclear fission;
- Loss, damage, death, Injury, illness, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with:
  - any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss.
  - any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism.

An act of terrorism shall mean an act, including but not limited to the use of force or violence and/or threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organization(s) or government(s) which from its nature or context is done for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government and/or to put the public, or any section of the public, in fear.

- The Insured Person being in any violation of the laws or resistance to arrest.
- Any claim arising from pre-existing injury, sickness or disease already existed or with sign or symptom presented whether or not the Insured Person is or should have reasonably been aware of prior to the Effective Date. For the purpose of Sections 2, 3, 4 and 6, no benefits shall be payable for claim arising from any such pre-existing conditions which resulting in medical treatment being received within three (3) consecutive months immediately prior to the Effective Date. In the event that no medical treatment is sought for on such pre-existing conditions within three (3) consecutive months immediately after the Effective Date on the Insured Person, benefits under these Sections shall subsequently become effective.

#### 2. Applicable to Section 1 (Employer's Liability)

- The Insured's liability to employees of contractors to the Insured.
- Any liability of the Insured which attaches by virtue of an agreement but which would not have attached in the absence of such agreement;
- Any sum which the Insured would have been entitled to recover from any party but for an agreement between the Insured and such party.
- Any liability arising from Pneumoconiosis, Mesothelioma or Noise-Induced Deafness.
- The Insured's liability to any person who is not an employee of the Insured within the meaning of the Ordinance.
- Any late payment, surcharge, fines, penalties or punitive aggravated or exemplary damages for which the Insured may become liable under the Ordinance or independently of the Ordinance.
- Any injury by Accident or Disease attributable to war invasion act of foreign enemy hostilities or warlike operations (whether war be declared or not) civil war mutiny rebellion revolution insurrection or military or usurped power;
- Any injury by Accident or Disease where the Company has not been given sufficient notice of the institution of proceedings in a court or tribunal to enable the Company to be added as a party to the proceedings.
- Any bodily injury or death by Accident or Disease ("The Loss") directly or indirectly caused by, resulting from or in connection with any act of terrorism or any action taken in

controlling, preventing, suppressing or in any way relating to any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the Loss:

- i. the Policy Limit of Indemnity shall be such amount which the Company actually receives from the Government of the Hong Kong Special Administrative Region of the People's Republic of China ("the Government") pursuant to an Agreement for Provision of Facility dated 11th January 2002 between the Government and the Company under which the Government agreed to make available to the Company and other direct insurance companies authorized to underwrite employees compensation insurance business in Hong Kong a facility to enable them to meet claims under employees' compensation insurance policies in respect of death and injury arising out of an event of terrorism ("the Facility Agreement");
- ii. the Company shall only be required to make payment after it has received from the Government (1) an approval letter confirming that the Company should settle the claim and (2) payment under the Facility Agreement; and
- iii. for the avoidance of doubt, the Company shall have no obligation to make payment if for whatever reason it does not receive payment from the Government under the Facility Agreement, whether or not due to the Government's contention that the Loss does not fall within the scope of the Facility Agreement or the Facility Agreement not being complied with by the Government or by the Company.

For the purpose of the above, an act of terrorism means the use of force or violence or other means or the threat thereof, of any person or persons, whether acting alone on behalf of or in connection with any organization or government, for political, religious, or ideological purposes with an intention to influence any government and/or to put the public, or any section of the public, in fear.

If the Company alleges that the Loss falls within the scope of this Section, the burden of proving the contrary shall be upon the Insured. In the event any part of this Section is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

**3. Applicable to Section 2 (Clinical Expenses), Section 3 (Surgical and Hospitalisation Expenses) and Section 6 (Loss of Services Cash Allowance)**

- (a) Nervous or mental disease or disorder, venereal disease, congenital anomalies or deformities, infertility, sterilisation, contraception, cancer or heart disease unless Cancer and Heart Disease Extension is insured.
- (b) Rest cure or physical check-ups.
- (c) Cosmetic or plastic surgery unless to correct an injury for which this Policy covers.
- (d) Vaccinations, immunization, injections or preventive medication.

**4. Applicable to Section 4 (Dental Expenses)**

- (a) One-third of the amount of each and every adjusted claim payable.
- (b) Any routine examination, scaling, polishing or cleaning and crowning.
- (c) Cost of any bridges, braces and dentures.

**5. Applicable to Section 5 (Personal Accident Benefits)**

- (a) Injury occurring outside the rest days of the Insured Person.
- (b) The Insured Person engaging in or taking part in illegal activities, driving or riding in any kind of motor race or underwater activities involving the use of breathing apparatus.

**6. Applicable to Section 7 (Repatriation Expenses) & Section 8 (Replacement Helper Expenses)**

Any repatriation or transportation of mortal remains originating outside Hong Kong.

**7. Applicable to Section 10 (Domestic Helper's Liability)**

- (a) Any claim arising out of or in connection with Employees' Compensation Ordinance.
- (b) Any property damage claim belonging to or held in trust by or in the custody or control of the Insured Person.
- (c) Any agreement by the Insured to pay any sum by way of indemnity or otherwise unless such liability would have attached in the absence of such agreement.
- (d) Any claim arising out of the ownership possession operation control maintenance or use of any vehicle or trailer or any aircraft or watercraft.
- (e) Any claim caused by the nature or condition of any goods or services supplied by the Insured Person.
- (f) Any claim from sub-contractors to the Insured Person or persons engaged in or upon the service of such subcontractors.
- (g) Any actual or alleged liability whatsoever for any claim or claims in respect of loss or losses directly or indirectly arising out of, resulting from, in consequence of, contributed to or aggravated by asbestos in whatever form or quantity.
- (h) Any liability arising out of the publication or utterance of a libel or slander.
- (i) Any fines, penalties, liquidated damages, punitive damages and/or exemplary damages and/or aggravated damages and/or any additional damages resulting from the multiplication of compensatory damages.
- (j) Any claims made and actions instituted outside the jurisdiction of Hong Kong.

**VI. WAITING PERIOD**

A 10-day waiting period from the Effective Date of the Insured Person's insurance shall be applicable to Sections 2, 3, 4 and 6 of the Benefits for the Insured Person. No benefits shall be payable under these sections in respect of any event occurring during the waiting period.

**VII. DOMESTIC HELPER ASSISTANCE SERVICES**

The Company has arranged a 24-hour assistance service with Inter Partner Assistance Hong Kong Limited (IPA) to assist the Insured in case of the following:

- (a) **Domestic Helper Advice**  
Upon the Insured's request, IPA can provide the Insured with information relating to the overseas domestic helpers according to the information released by the Labour Department of Hong Kong.
- (b) **Arrangement of Temporary Domestic Helper**  
Upon the Insured's request, IPA will arrange for a temporary domestic helper to take care of the Insured's child(ren) or other family members during the Insured Person's absence. Such expenses are to be borne by the Insured.
- (c) **Repatriation of the Insured Person or Mortal Remains**  
Upon the Insured's request, IPA will arrange repatriation of the Insured Person or mortal remains to the home country in accordance with Part IV Section 7 – Repatriation Expenses of this Policy. The Company will reimburse the expenses incurred subject to the terms and conditions under Part IV Section 7 of this Policy.

IPA shall not be held responsible for the delays or failures in providing assistance caused by any strike, war, invasion, act of foreign enemies, armed hostilities, (regardless of a formal declaration of war), civil war, rebellion, insurrection, terrorism, political coup, riot and civil commotion, administrative or political impediments or radioactivity or acts of God or any other event of Force Majeure which prevents IPA from providing such assistance services. The use of the above services arranged by IPA is at the Insured's own accord. We will not be liable for any loss arising from the use of such services. The Company's service provider and the professionals to whom the Insured Persons are referred by the Company's service provider are to be responsible for their own acts as independent contractors and are not employees, agents or servants of the Company. The Company shall not be responsible for any act or failure to act on the part of the service provider and these professionals such as, and not limited to, physicians, hospitals and clinics.

Simply make a call to **24-Hour Assistance Hotline + 852 2861 9239**

Please quote the following when the Insured or the Insured's representative call:

- (a) Policy Number
- (b) the Insured Person's name
- (c) a brief description of the accident and the nature of assistance required

**VIII. CONDITIONS**

**1. AGE LIMIT**

Unless otherwise specified in the Policy Schedule, the Insured Person shall be at age 18 to 65 at the time coverage has become effective. The Policy shall not be renewable upon expiry when the Insured Person has attained the age of 66.

**2. POLICY CURRENCY**

This Policy is issued in Hong Kong currency.

**3. CLAIM PREVENTION**

The Insured parties shall take all reasonable precautions to prevent accidents and disease and shall comply with all statutory obligations.

**4. FRAUD**

If any claim under this Policy shall be in any respect fraudulent or if any fraudulent means or devices shall be used to obtain the Benefits under this Policy, the Company shall have no liability in respect of such a claim.

**5. RENEWAL PROCEDURE**

Before renewing this Policy the Insured shall give written notice to the Company of any material fact affecting this insurance which has come to the Insured's notice during the preceding Period of Insurance including notice of any disease physical or mental defect or infirmity affecting the Insured Person.

**6. POLICY NOT ASSIGNABLE**

This Policy is not assignable and the Company shall not be affected by notice of any trust charge lien assignment or other dealing with this Policy.

**7. CLAIMS PROCEDURE**

Immediate notice shall be given to the Company of any occurrence likely to give rise to a claim under this Policy. Within thirty (30) days of any occurrence likely to give rise to a claim under this Policy a detailed statement in writing describing the occurrence shall be delivered to the Company. All expenses, except Domestic Helper's Liability claim, shall in the first instance be paid by the Insured unless otherwise agreed. Original invoices and receipts are required to be submitted with the claim form to the Company for reimbursement.

- (a) **Claims Notification Demands etc.** In the event of any occurrence which may give rise to a claim under this Policy the Insured parties shall immediately give notice thereof in writing to the Company with full particulars.

The Insured parties shall also give the Company notice in writing immediately the Insured parties becomes aware of any intention to prosecute the Insured parties any impending prosecution inquest or fatal inquiry in connection with any occurrence which may give rise to a claim under this Policy. Every letter claim writ summons and process shall be forwarded to the Company immediately on receipt.

- (b) **Claims Control by the Company.** The Company shall be entitled upon notice to the Insured parties to take over and conduct in the name of the Insured parties the defense or settlement of any claim demand or proceedings against the Insured parties. In that event:
  - (i) The Insured parties shall provide all such information and assistance including the latest earnings of all employees duly certified as being correct by an independent auditor and forward all such documents and other records to the Company for the conduct of such claim demand or proceedings as the Company in its discretion may from time to time require; and
  - (ii) the Insured parties shall not without the written consent of the Company incur any expenditure in connection with any such claim demand or proceedings or make any payment admission offer or enter into any settlement whatsoever.

- (c) **Claims Payments by the Insured (Not applicable to Domestic Helper's Liability).** Where the Insured pays all or any part of a claim for which he/she is liable and for which indemnity is provided by this Policy, the Insured shall obtain duly witnessed signed receipts for such payments and shall retain in a safe place all such signed receipts and records and documents relating to such payments and the Insured shall at all reasonable times allow the Company to inspect and obtain copies of such records and documents.

- (d) **Other Insurance.** If at the time a claim is made by the Insured parties under this Policy there is any other insurance covering the same liability the Company shall not be liable to pay or contribute more than its ratable proportion of any such claim and costs and expenses in connection therewith.
- (e) **Waiver of Claims.** The Insured parties shall not enter any agreement the effect of which will waive any claim which the Insured parties would otherwise have against any person in respect of or arising out of any occurrence resulting in liability on the part of the Insured parties for which indemnity is provided by this Policy or whereby any such claim is limited or qualified in any way.

- (f) **Subrogation.** The Company shall be entitled at its sole discretion to prosecute in the name of the Insured parties any claim for damages costs indemnity contribution or otherwise against any person who may be liable to the Insured parties in respect of any liability on the part of the Insured parties for which indemnity is provided by this Policy and shall have full discretion in the conduct of any such proceedings and in the settlement of any such claim. The Insured parties shall give all such information and assistance as the Company may from time to time require and execute any necessary documents for the purpose of vesting such rights in the Company. Any moneys recovered pursuant to the exercise of such rights shall be applied firstly for the benefit of the Company to the extent of the amount paid by the Company in respect of any claim including any costs and expenses paid or incurred by the Company and costs and expenses incurred in prosecuting such recovery action.

## 8. PROOF OF LOSS

It is a condition precedent to any liability of the Company under this Policy that the Insured parties shall at his/her own expense furnish to the Company such certificate information and evidence as the Company may from time to time reasonably require in the form and of the nature described by the Company. The Company shall be allowed at its own expense upon reasonable notice to the Insured parties to have a medical examination on the Insured Person from time to time or in the case of death upon reasonable notice to the Insured Person's legal personal representative to have a post-mortem examination of the body.

The death of the Insured Person shall be established by an official death certificate. Any claim arising from the death of the Insured Person shall be payable to the Insured Person's legal personal representative.

## 9. CANCELLATION

The Insured may, subject to no claims has been made, at any time cancel this Policy by delivering to the Company a notice in writing whereupon the Company shall retain the customary short period rate for the time the Policy has been in force.

Short Period Rates are defined as:

<u>Policy Period not exceeding</u>	<u>Premium payable by the Insured</u>
1 month	50% of annual rate
2 months	60% of annual rate
3 months	60% of annual rate
4 months	60% of annual rate
5 months	70% of annual rate
6 months	80% of annual rate
7 months	80% of annual rate
Exceeding 7 months	100% of annual rate

In the event of cancellation within the first Policy year for 2-year Policy, the Company shall charge Short Period Rate as above for the first Policy year and the Premium for the second Policy year will be refunded in full and in such case, annual rate means the first year Premium paid. In the event of cancellation in the second Policy year, the Company shall charge Short Period Rate as above for the second Policy year and annual rate means the Premium of the second year Premium paid.

The Company may at any time cancel this Policy by giving seven days' written notice to the Insured. This notice is to be posted by mail to the Insured at the address last notified to the Company. Proof of mailing shall be sufficient proof of notification.

After the Policy has been cancelled by the Company, the Company shall refund to the Insured the proportionate part of any premium paid in respect of the unexpired period of the Policy.

## 10. ARBITRATION

All differences arising out of this Policy shall be referred to the decision of an Arbitrator to be appointed in writing by the parties in difference or if they cannot agree upon a single Arbitrator to the decision of two Arbitrators one to be appointed in writing by each of the parties in difference within one calendar month after having been required in writing so to do by either of the parties or in case the Arbitrators do not agree of an Umpire appointed in writing by the Arbitrators before entering upon the reference. The Umpire shall sit with the Arbitrators and preside at their meetings and the making of an Award shall be a condition precedent to any right of action against the Company. If the Company shall disclaim liability to the Insured parties for any claim hereunder and such claim shall not within twelve calendar months from the date of such disclaimer have been referred to arbitration under the Provisions herein contained then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

## 11. JURISDICTION CLAUSE

The Company shall not be liable under this Policy in respect of judgements against the Insured which are not in the first instance delivered by or obtained from a court of competent jurisdiction of Hong Kong.

## 12. MINIMUM RETAINED PREMIUM CLAUSE

Notwithstanding anything contained herein to the contrary of this Policy, in the event of any Policy amendment including cancellation requested by the Insured after Policy inception, the premium retained by the Company shall be subject to a minimum and non-refundable amount of HK\$450 unless stated otherwise in the Policy Schedule or endorsement.

## 13. RIGHT OF THIRD PARTIES

Any person who is not a party to this Policy has no rights under the Contracts (Rights of Third Parties) Ordinance (CAP. 623) or any other applicable law to enforce any term of this Policy.

## 14. SANCTION LIMITATION AND EXCLUSION CLAUSE - No (re)insurer shall be deemed to provide cover and no (re)insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that (re)insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

## PERSONAL INFORMATION COLLECTION STATEMENT 收集個人資料聲明

**QBE Hongkong & Shanghai Insurance Limited** ("the Company") may use the personal data the Company collects about you, which may include your name, address and other contact details, date of birth, bank account or credit card details, HK ID card number, information about your dependents and health records, and which we may collect when, for example, you apply for, renew or make a claim under a policy and/or you correspond with us, for the following purposes:

### Insurance Services (mandatory)

- processing and assessing of applications for any insurance products and daily operation of the related services;
- administering your insurance policy and providing services in relation to your insurance policy;
- any alterations, variations, cancellation or renewal of any insurance and related services;
- investigating, analyzing, processing and paying claims made under your insurance policy;
- invoicing and collecting premiums and outstanding amounts from you;
- exercising any right under the insurance policy including right of subrogation, if applicable;
- complying with the requirements under any law and regulation, industry codes, guidelines, requests from regulators, industry bodies, government agencies, law enforcement agencies and court orders;
- to conduct research, insurance survey and analysis for the purpose of product design and development and improvement of our services to you;
- for statistical or actuarial research undertaken by the Company, other members of the QBE Group or its regulators;
- for the operation and administration of the Company's internal business including without limitation any corporate reorganisation;
- contacting you for any of the above purposes; and
- other ancillary purposes which are directly related to the above purposes.

The personal data you provide to the Company may be provided or transferred to the following persons in Hong Kong or overseas for the purposes set out in the above paragraph or directly related purposes or as otherwise permitted by applicable law:

- any agent, advisor, contractor or third party service provider (whether within or outside the QBE Group) who provides administrative, telecommunications, computer, payment, debt collection, security, research, ratings, consulting services, product design, marketing (where you have consented to direct marketing as described below), data processing or storage or related services or any other person carrying on insurance or reinsurance related business, or an intermediary, or a claim or investigation or other service provider providing services relevant to insurance business.
- any association, federation or similar organization of insurance companies ("Federation") that exists or is formed from time to time for any of the above or related purposes or to enable the Federation to carry out its regulatory functions or such other functions that may be assigned to the Federation from time to time and are reasonably required in the interest of the insurance industry or any member(s) of the Federation;
- any members of the Federation by the Federation for any of the purposes referred to in (b) above or directly related purposes;
- government bodies, regulators or any other body to whom the Company or any company within the QBE Group is required to or has agreed to make disclosure under any applicable laws or regulations;
- lawyers;
- auditors; and
- other insurance companies within the QBE Group which have undertaken to keep such information confidential.

Some of these persons may be located in countries overseas, namely Australia and Philippines.

In the unlikely event that the Company, any companies within the QBE Group, or its or their brands or substantially all of any of its or their assets are acquired by an unrelated third party, your personal data may be one of the transferred assets. By providing your personal data to the Company, you agree that the Company may disclose your personal data, on a confidential basis, to any prospective transferee and its professional advisors for the purposes of their due diligence investigations, the completion of any such transaction and the continued operation of the acquired business.

You do not have to provide your personal data to the Company, but if you do not provide certain personal data (for example, the information indicated as mandatory on the relevant application, registration or renewal forms, or your contact details if you send us an enquiry), it would not be possible for the Company to process your application and render the services or to otherwise correspond with you.

The Company is committed to ensuring your personal data is kept secure and confidential and not kept for longer than is necessary.

### Direct Marketing of Products and Services

To provide a more comprehensive range of financial and insurance services, the Company would like to use your name and the contact details you provide to us (for example, your mobile phone number, residential phone number, office phone number, residential address, correspondence address and email address), alongside information that you provide about your age, gender and occupation (the "Marketing Personal Data"), to provide you with direct marketing communications about the Company's products and services including but not limited to the Company's insurance, banking, financial services, provident schemes and general insurance products but the Company cannot do so without your consent.

The Company intends to share, from time to time and for money and other property, your Marketing Personal Data with QBE General Insurance (Hong Kong) Limited for the purpose of marketing to you their general insurance products and services, but we will not do so without your written consent.

If you do not want to receive any direct marketing, you may withdraw your consent at any time free of charge by contacting the Company's Data Protection Officer below.

### Your rights

You have the right to ascertain the Company's policies and practices in relation to personal data, and to obtain access to and to request correction of your personal data held by the Company. Your right to access your personal data may be subject to payment of an administrative fee. Requests for such access or correction, to withdraw consent for direct marketing, or for further information about our data privacy policies and practices, can be made in writing to the Data Protection Officer, QBE Hongkong & Shanghai Insurance Limited, 33/F, Oxford House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong.

In case of discrepancies between the English and Chinese versions, the English version shall prevail.

### WHAT TO DO WHEN AN ACCIDENT OCCURS TO YOUR DOMESTIC HELPER.....

- In the event of a domestic helper sustaining injury during the course of his/her employment, the employer shall send the injured domestic helper to the nearest government hospital for medical treatment.
- If the injured domestic helper is granted sick leave, the employer needs to complete and forward "FORM II" in duplicate to the Labour Department within FOURTEEN days of the accident and send copy of the completed FORM II, along with a copy of the Identity Card of the injured domestic helper, to the Company at the same time.
- When the injured domestic helper recovered to resume normal work, the employer should follow the instructions given by the Labour Department to complete all necessary procedures for the assessment of compensation.
- For claim processing, please submit to the Company as soon as possible the Original Sick Leave Certificates; Original Medical Expenses Receipts; Original Form 5 and Original Form 7 (if any).
- In case of any enquiries relating the accident and claim, please contact the Company's Claims Department at hotline 2877 8608.

## 「家傭全險」保單條文撮要

### (I) 保障

#### 1. 僱主責任

你的家傭在受僱期間如因工作引起生病或受傷而導致你須負勞工法例之責任，將獲得賠償。每宗事故最高賠償額 100,000,000 港元。

#### 2. 診療費用

你的家傭如因生病或意外引致身體受傷而需接受正式註冊醫生診治，其合理及必須之醫療費用將獲得賠償，但賠償金額為每天一次每次診療費用不超過 200 港元。如為正式註冊中醫或表列中醫（包括跌打）或物理治療費用，每次最高可獲 100 港元賠償，每 12 個月以 500 港元為限。在受保期內每 12 個月總賠償金額不超過 4,000 港元。

#### 3. 外科手術及住院費用

在保險期間，如受保人需入住醫院接受治療或外科手術，本公司將賠償其所支付之實際合理及必須之費用（扣除從任何其他來源追回或可追回的任何款項），惟賠償金額不超過下列規定：

保障項目	最高應付金額	
	任何符合條件的醫療狀況	癌症與心臟病 (只適用於癌症與心臟病附加保障為受保項目)
(a) 住院費(房租、膳食及雜費)	每天300港元	每天500港元
(b) 外科手術費用	每病症10,000港元	每病症60,000港元 (包括植入式醫療設備)
(c) 麻醉師費用	手術費用的25% 每病症不超過2,500港元	手術費用的25% 每病症不超過15,000港元
(d) 手術室費用	手術費用的12.5% 每病症不超過1,250港元	手術費用的12.5% 每病症不超過7,500港元
(e) 任何具牌照之化驗中心、診所或醫院的化驗費用	不適用	每病症5,000港元
每病症應付總額	30,000港元	100,000港元

對於癌症或心臟病以外的其他原因引起的病症，此保障項目每病症每12個月之應付總額為最高30,000港元。

對於根據本保單條款為可償付之癌症或心臟病病症，此保障項目將延伸至保障與該疾病相關並由註冊醫生推薦並在任何具牌照之化驗中心、診所或醫院進行的化驗費用最高每病症5,000港元，惟本保障每病症每12個月之應付總額為最高100,000港元。

#### 4. 牙科費用

家傭如因牙齒疾患需接受口腔手術、治療膿腫、X 光檢查，脫牙或補牙，將獲得賠償實際及必須支付費用的二份之一，但受保期內每 12 個月之總賠償金額以 1,500 港元為限，而所有治療必須由註冊牙科醫生進行。

#### 5. 個人意外賠償

家傭在休假期間並非因工而身體意外受傷，導致 12 個月內因傷死亡或永久性殘廢，將依下列情況獲得賠償：

意外死亡	200,000 港元
永久性完全傷殘	200,000 港元
喪失肢體中任何兩肢或以上	200,000 港元
雙目失明	200,000 港元
喪失一肢及一目失明	200,000 港元
喪失一肢	100,000 港元
一目失明	100,000 港元

(喪失肢體即在手腕或足踝或以上斷失，而失明即不可復元的永久性視力喪失。)

此保障不適用於香港永久居民

#### 6. 中斷服務現金津貼

如家傭因病或意外而需入院治療，為補償服務損失，由第四天起計，你每天可獲 200 港元現金津貼，每年最高不超過 6,000 港元。

#### 7. 運送費用

家傭經註冊西醫證明因受傷或嚴重疾病而死亡或不能工作而導致僱傭合約被終止，本計劃將代為支付以下之費用：

- 以國際航機（經濟客位）將家傭送返原居國家，包括運返途中兩地之機場接送；或
- 處理遺體及將遺體運到原居地最近葬殮處的機場。

本計劃支付 (a) 或 (b) 項下之實際，必須及合理之費用，但費用總額每 12 個月不超過 20,000 港元。

#### 8. 重新聘用家傭費用

如閣下於上列第七項保障所述之情況下運送家傭回國，除可獲運送費用賠償外，本計劃將支付閣下因重新聘請家傭所需之實際費用，最高賠償額為每 12 個月 10,000 港元。

#### 9. 家傭忠誠保障

因家傭之欺詐行為導致閣下蒙受金錢上之損失，本計劃將補償閣下之實際損失，每 12 個月最高賠償額為 3,000 港元。

#### 10. 家傭個人法律責任

本保單保障閣下的家傭在受僱期間因疏忽導致他人身體受傷或財物受損所須承擔之法律責任，每 12 個月最高賠償額為 500,000 港元。

### (II) 不保事項

#### 所有保障項目之不保事項

戰爭及有關風險、恐怖主義活動（除僱主責任外）、由石棉導致的損失、自殺或自殘、懷孕或生育及有關風險、受酒精影響、或服用非經醫生處方指定之麻醉品或藥物、在保險生效前已存在的傷病及其他身體狀況、愛滋病或因其引起相關的病徵、核能有關風險、香港境外引至之索償（工傷引致除外）、違法或拒捕。

個別保障項目之特定不保事項：

#### 1. 僱主責任

肺塵埃沉 病、間皮瘤、核能放射，或法例下僱主因不依期作工傷賠償而須付之罰款。

#### 2. 診療費用、外科手術及住院費用及中斷服務現金津貼

精神病、性病、先天性異常或畸形、不育、絕育、避孕、心臟病及癌症（延伸癌症與心臟病附加保障除外）、療養、體格檢查、美容或整形手術（但由本保單範圍內損傷引致之矯形手術除外）。

#### 3. 牙科費用

口腔檢查、洗牙、磨牙、鑲裝牙冠、牙橋、牙箍及假牙等。

#### 4. 個人意外賠償

任何形式之策騎、駕車比賽及用供氧設備輔助呼吸之水中活動。

#### 5. 運送費用

遺體從香港以外地方運返原居地及在香港以外地區發生事件引致家傭或其遺體之遣返或運送原居地。

#### 6. 家傭個人責任

- 僱主責任；
- 受看顧、掌管之財物；
- 誹謗責任；
- 罰款、違約金、懲罰性賠償。

### (III) 等候期

每位家傭之保障生效日起計首 10 天為等候期、適用於第 2、3、4 及 6 項保障。等候期內你將不會獲得任何有關第 2、3、4 及 6 項保障的賠償。

### (IV) 家傭援助服務

24小時支援服務如下：

- 提供有關海外家傭服務的資訊
- 安排臨時家傭服務，費用由投保人支付
- 按保障7條款，安排家傭或其遺體運返原居地

如有查詢，請致電+852 2861 9239並提供以下資料：

- 保單號碼
- 受保人姓名
- 簡述意外性質及所需協助

### (V) 申領賠償

如欲申領賠償，你必須先行支付所需費用。正式發票及收據需於事發後三十天內交回本公司，以作申領賠償之用，而有關勞工或個人意外傷亡，你必須於事發後盡速通知本公司。

### (VI) 年齡限制

除非保單承保表內另有註明，受保人之年齡必須為18至65歲。受保人年齡滿66歲後，本保單在保險期屆滿後將不獲續保。

### (VII) 取消保單

你可隨時用書面通知本公司取消有關保單，倘保單並未有任何索償，本公司將會收取短期保費，餘額將會退回投保人。

短期保費費用如下：

保單承保期不超過	應繳保費
1個月	50%年費
2個月	60%年費
3個月	60%年費
4個月	60%年費
5個月	70%年費
6個月	80%年費
7個月	80%年費
超過7個月	100%年費

如投保期為兩年，若保單未滿一年而取消者，本公司會按上述方法收取第一年保單之短期保費，第二年保單之保費將獲全數退回而年費指第二年保單之已付保費。如投保期為一年，若取消保單，本公司會按上述方法收取短期保費，而年費指第一年保單之已付保費。

### (VIII) 更改重要事實

保單內任何重要事實有所更改而影響本公司所須承擔之風險者，投保人需通知本公司。而於保單續期前，你尤須注意將上述資料以書面確實通知本公司。

#### (IX) 最低保留保費條款

即使本文中載有任何與保單相反之規定，若保單有任何修訂，包括受保人在保單生效後要求取消保單，本公司將保留最低且不會退還之保費 450 港元，除非於承保表或批註中另有註明。

#### (X) 第三者權利

任何人不是本保單之合約方於《合約（第三者權利）條例》(第623章) 或其他適用的法律下無權強制執行本保單的任何條款。

#### (XI) 制裁限制及不保事項條款

保險公司（再保險公司）不得提供承保及支付任何賠款或提供任何利益予，根據聯合國決議有關制裁、禁令或限制之國家，或經歐盟、英國或美國所作貿易或經濟制裁、法律或規範之國家。

如遇家傭受傷，你應該.....

1. 倘若家傭因工受傷，僱主應將受傷家傭送往公立醫院接受治療。
2. 僱主要在十四天內填妥「表格二」一式兩份交勞工處，並須同時將「表格二」副本連同受傷家傭之身份證副本交本公司存案。
3. 在該受傷家傭痊癒後，僱主當依照勞工處寄來之指示，協助辦理有關之工傷賠償。
4. 請盡速將「病假證明書」正本，醫療費用收據正本，「評定補償證明書」（表格五）正本及「評估證明書」（表格七）正本交來公司辦理賠償。
5. 對於一切有關工傷賠償之疑問，請致電本公司賠償部熱線 2877 8608 查詢。

(本撮要旨在協助閣下更瞭解保單內容，而並非亦不應被視為保單之一部份，本撮要內容力求符合英文原義，惟有關條文解釋及引用則以「家傭全險」保單之英文版為準)

#### 收集個人資料聲明

昆士蘭聯保保險有限公司（本公司）所收集閣下的個人資料，包括姓名、地址及其他聯繫方式、出生日期、銀行帳戶或信用卡資料、香港身份證號碼、有關閣下的家屬資料和醫療記錄、以及本公司日後可能會在閣下投保、續保、索賠或與我們通信時收集的資料，本公司可能用作下列的用途：

#### 保險服務（強制）

1. 處理及評估任何保險產品之申請，及有關服務之日常運作；
2. 管理閣下的保單及為閣下的保單提供相關服務；
3. 有關保險產品及服務的任何更改、變更、取消或續保；
4. 閣下保單索償的調查、分析、處理及賠償；
5. 保費通知、收集保費和款項；
6. 行使有關保險單賦予的任何權利包括代位權，如適用；
7. 遵守及符合任何法例及條例規定的要求、行業守則、指引、監管機構、相關行業認可機構、政府機構、執法機構及法庭頒令的要求；
8. 從事研究、保險調查及開發產品和設計之分析並改善本公司為閣下提供的服務；
9. 由本公司、本集團成員或其監管機構進行的統計或精算研究；
10. 本公司內部業務的運作和管理，包括但不限於公司重組；
11. 為上述任何用途與閣下聯絡；及
12. 與上述用途直接有關之其他附帶的目的。

閣下向本公司提供的個人資料可能會提供或轉送予下列在香港或海外的各方人士作前段所述的用途或直接相關的用途或其他適用法律許可的用途：

- 甲) 任何代理人、顧問、承辦商或提供行政、電訊、電腦、付賬、債務追討、保安、研究、評級、諮詢服務、產品設計、市場營銷（如閣下已如下所述同意直銷）、數據處理或儲存或有關服務的第三者服務供應商（不論是否本集團的一部分）或任何其他從事與保險或再保險業務有關的人士，或中介人，或提供索償或調查或其他與保險業務有關的服務供應商；
- 乙) 現存或不時成立的任何保險公司協會或聯會或類同組織（「聯會」），以達到任何上述或有關的用途，或以便聯會執行其監管職能，或其他基於保險業或任何聯會會員的利益而不時在合理要求下賦予聯會的職能；
- 丙) 透過聯會提供予任何聯會的會員，以達到任何上述（乙）中提到的或直接相關的用途；及
- 丁) 政府機構、監管機構或任何其他本公司或本集團內的任何公司根據任何適用的法律或法規必須或已經同意向其披露有關資料的機構；
- 戊) 執業律師；
- 己) 認可核數師；及
- 庚) 本集團內已承諾將資料保密的其他保險公司。

上述各方可能位於海外，包括澳洲和菲律賓。

一旦本公司、本集團內的任何公司、或本集團的品牌或實質上的全部資產被無關聯的第三方收購，閣下的個人資料可能會成為被轉讓的資產之一。當閣下向本公司提供個人資料的同時，亦表示閣下同意本公司可能會，在保密的基礎上，向有關人士及其專業顧問提供閣下的個人資料，以作他們盡職調查的用途、或以完成有關交易及使被收購的企業可持續經營。

閣下有權拒絕向本公司提供個人資料。但如閣下不向本公司提供某些個人資料（如申請表格、註冊表格或續保表格上必須填寫的資料，或閣下查詢時沒有留下聯絡方法），本公司便不能夠處理閣下的申請、為閣下提供服務或與閣下聯絡。

本公司致力確保閣下個人資料安全和保密，資料的保留時間亦不會超過實際所需。

#### 直接市場推廣產品及服務

為提供更全面的金融和保險服務，本公司可能會使用閣下的姓名及閣下提供的聯繫方式（如手提電話號碼、家居電話號碼、辦公室電話號碼、居住地址、郵寄地址及電子郵件地址）以及其他資料包括年齡、性別及職業（「市場推廣用途的個人資料」）作本公司產品及服務的直接促銷，包括但不限於本公司的保險、銀行及金融服務、公積金計劃及一般保險產品。但本公司在未得到閣下的同意之前不能如此使用閣下的個人資料。

本公司亦打算以金錢或其他得益作回報與昆士蘭保險(香港)有限公司分享閣下市場推廣用途的個人資料，以用作向閣下推銷相關的一般保險產品及服務。但本公司在未得到閣下的書面同意之前不能如此使用閣下的個人資料。閣下如不欲收取任何直接市場推廣或銷售，閣下可以在任何時候聯絡本公司的資料保護主任免費撤回閣下的同意。

#### 閣下的權利

閣下有權查明本公司就個人資料的政策和實務，並有權要求查閱及更正由本公司持有有關閣下的個人資料。查閱閣下的個人資料需支付行政費用。有關查閱或更正的要求，或有關撤回個人資料用於直接市場推廣的同意，或如欲索取更多有關本公司的個人資料政策和實務，可致函香港鰂魚涌英皇道979號太古坊濠豐大廈33樓昆士蘭聯保保險有限公司，向資料保護主任提出。

如中英文版本不一致，以英文版本為準。